

# Monthly Report: February 2013

## Ask a Librarian Delaware

### A. Chat Sessions for FY 2013

Number of chat sessions requested			
Month	FY 13	FY 12	Running Total FY 13
July	365	192	365
August	390	260	755
September	361	240	1116
October	389	243	1505
November	233	253	1738
December	275	306	1913
January	313	392	2226
February	243	278	2469
March			
April			
May			
June			
Totals			

Number of chat sessions accepted			
Month	FY 13	FY 12	Running Total FY 13
July	236	119	236
August	258	128	494
September	263	142	757
October	244	214	1001
November	149	225	1150
December	161	230	1311
January	184	285	1495
February	191	298	1686
March			
April			
May			
June			
Totals			

Number of answers sent (email)			
Month	FY 13	FY 12	Running Total FY 13
July	195	55	195

August	223	70	418
September	180	66	598
October	184	95	782
November	134	62	916
December	192	116	1108
January	226	116	1334
February	170	96	1504
March			
April			
May			
June			
Totals			

Chat sessions requested per library (=per chat form link) for February 2013:

The Delaware Division of Libraries:	134
Dover PL:	20
Georgetown PL:	2
Lewes PL:	4
Milton PL:	13
Seaford PL:	0
South Coastal	6
Sussex:	1
Greenwood	0
Millsboro PL:	3
Selbyville PL:	0
Laurel PL:	15
Rehoboth Beach PL:	4
Del Tech:	0
Delmar PL:	1
Wilmington U:	0
New Castle County:	35
Smyrna	3
Bridgeville	0
<b>Spanish Service</b>	<b>0</b>
Total:	243

For February chat sessions there were 15 surveys. See "Surveys" below in this report.

**B. 22 Provider Libraries**

Our list of provider libraries includes:

BRIDGEVILLE PUB LIBR  
DELAWARE DIVISION OF LIBRARIES (includes library volunteers)  
SPANISH/DDL  
DELMAR PUB LIBR  
DOVER PUB LIBR  
GEORGETOWN PUB LIBR  
GREENWOOD PUB LIBR  
LAUREL PUB LIBR  
LEWES PUB LIBR  
LIBRARY FOR THE BLIND AND HANDICAPPED (Delaware Library Access Services)  
MILTON PUB LIBR  
MILLSBORO PUB LIBR  
NEW CASTLE COUNTY PUB LIBRARIES  
REHOBOTH BEACH PUB LIBR  
SEAFORD PUB LIBR  
SELBYVILLE PUB LIBR  
SMYRNA PUB LIBR  
SOUTH COASTAL PUB LIBR  
SUSSEX CNTY DEPT OF LIBR

DELAWARE TECH & COM (Wilmington, Stanton, and Owens Campuses)  
WILMINGTON UNIVERSITY LIBRARIES

DELAWARE LAW LIBRARIES (SUSSEX, KENT, NEW CASTLE COUNTIES)

**C. Trainings, Meetings, Presentations**

Cathay attended the QP Advisory Board Meeting on February 4, 2013.

Cathay attended the RUSA/RSS meeting on February 7, 2013.

As a follow up to ALA Midwinter, Cathay attended a webinar/fact-finding session with David Ware of Springshare on February 14, 2013.

Cathay attended a Virtual Reference Group meeting on February 19.

The Ask a Librarian Delaware Quarterly Liaison meeting was held at the Delaware Public Archives Training Center on February 28, 2013.

**D. Upcoming:**

Preparation for Social Media workshops in Kent County, to be on Tuesday, March 12. I will provide two presentations – “Ask a Librarian DE” (what it is, how it works, etc.) and “Working with WordPress”

Continued work on “ask” (webform replacing the old Request Module).

New Staff Training for Ask a Librarian Delaware is being developed – probably for New Castle County toward the end of March. A volunteer librarian has also expressed interest in volunteering for AaLDE.

**E. Patron surveys and comments** for February 2013

There were 15 surveys received.

(Some fields are not answered on surveys. Some surveys received are from patrons outside of Delaware who worked with a Delaware librarian.)

How satisfied were you?	Satisfied: 14	Somewhat satisfied: 1	Not satisfied: * (see below)
Is this your first time using Ask a Librarian Delaware?	Yes: 13	No: 2	
Staff Quality?	Excellent: 14	Good/Average: 1	Poor: 0
Ease of use?	Very Easy: 13	Easy: 2	Difficult: 0
Found AaLDE via:	Library website: 9	Surfing the net: 1  Newspaper/Radio/ TV/Billboard: 2	Librarian Public Library: 2

*(There are more survey questions and options for each question provided to patrons than what is indicated here.)*

**Other Customer Comments:**

“I just recently got my library card. The ability to ask a question with chat was a real time saver.”

“Enjoyed the help and quick response.”

“Heather was perfectly perfect.

Thanks!”

“PIN Reset is a little confusing because there is no explanation about how long the process should take, so I've tried 3 times via chat over the last several days and haven't gotten an email yet. The last time was a just a few minutes ago so maybe it will be reset later today.” *[Patron submitted a positive survey.]*

“Great service”

“Jolie from the Arlington Heights Library in Illinois was very helpful!”

"I worked with Andrew and he was great. Thank you so much for this wonderful service. I plan to use it again in the future!!! "

"I found this website very helpful "

"Great !"

"Thank you for your help."

F. Dewey Delaware

**Ask a Librarian Delaware Reference Transactions 2012-13: Questions asked per Dewey category through chat, email, and IM (see detailed descriptions below chart)**

Month	000 Generalities (ebook, computers, comp. help)	100 Philosophy and Psychology	200 Religion	300 Social Sciences (education, law, govt.)	400 Language (ESL, grammar, literacy)	500 Science (math, physics, bio., chem., earth sciences, STEM)	600 Applied Science (tech. construct., pets, health, cooking)	700 Arts & Sports	800 Literature (fiction and reader's advisory)	900 History and Geology (travel, biography, geneology)	Total
June 2012	3	5	1	16	0	7	14	3	12 (M, SF, H, children)	16	77
July	47*	2	0	22	13	10	11	0	7 (YA, children)	25 (F, children)	137
Aug	91	19	1	17	9	14	10	3	7	22	193
Sept	101	4	1	29	8	27	13	3	3	29	218
Oct	62	4	0	34	22	14	13	5	14	32	200
Nov	67	5	0	23	15	15	9	3	2	16	155
Dec	105	6	0	13	11	17	16	6	3	26	203
Jan 2013	101	3	1	28	9	16	15	7	5	53	237
Feb	89	0	0	19	13	20	17	9	11	41	219
Mar											
Apr											
May											
June											
Totals	666	48	4	201	100	140	118	38	64	260	1639

\*ebook questions that require explanation and/or instruction are included, beginning July 2012

Some top reference questions for February

"I need some magazine or newspaper articles on "Has Technology improved the quality of life."

"I need to type a cover page for my sons project. But I am looking for something other than the norm. Any ideas on where I may find a kids template for a cover page?"

"I need interesting topics for an informative writing assignment"

"What are some sources that support the death penalty"

"I downloaded Amish Kitchen to my Android. I wanted to check and see when it would be returned and how to renew it. My account is not showing it at all. I am baffled by this and don't want it to disappear from my phone before I have a chance to listen to the entire book. I tried looking it up from my Android and also from this computer."

"Who is Ziggy Marley"

"How does the complaint apply in a civil case?"

"I'm doing a research paper on animal testing and I'm arguing that there should be animal testing. Do you know of any good sources?"

"how is texting rewining the english language."

"How can I obtain a copy of an obituary from the News Journal and Delaware State News for 1978?"

"I need information for being a chemist"

"I downloaded ebooks the wrong way how can I remove them and start over."

"how do you refine a database search to limit it to kids. We are looking up aristotle for a research paper and need information that is usable for a 11 year old"

"how old is the city Athens?"

"Do you Happen to know any information on the band One Direction?{"

"What are some good sources on the legalization of marijuana"

"I need to procure a proctor for my online class. Where can I find help for this?"

"I have to do a keynote presentation on Otto the Great (Otto I) could you help me? I already used the library databases and they didn't help."

"DOES THE LIBRARY HAVE ANY KAPLAN STUDY BOOKS FOR THE INSURANCE PRE/EXAM ETC."

"Hello! I am looking for any books about Arcutecture, in modern design."

"Do you have a book about life"

"hi, I'm new to the library, I have a few electronic books that I need to return by tomorrow. I don't know how to return them..."

"May I have some sources for the question "is technology in the classroom a waste of time?""

"explain fascist ideology?"

" how did Mussolini consolidate his power in Italy between 1925 and 1931?"

"what are some science activities for pre school children"

"How many feet do an elephant have?"

"What's the title of that book on the triangle fire? I thought it was by Laurie Halse Anderson but it doesn't appear to be. It would be children's fiction. It has a main character named Jane. I know this will be hard to find, with me providing little information."

"ok my question is.... is a rattle snake bit cause death"

"Hello I'm doing a career project on becoming an architect. Do have anything that would help me?"

"Hi! I was wondering what kind of books you would suggest looking at to find the historical context of something happening in the 1980s? Thanks"

"I was looking to obtain the full text of a journal article and it said that it wasn't available. Is there another way to locate it? Thanks."

"what is a good online medical journal to look at for research on crohn's disease?"

"What makes up the entire Scottish economy? This is for an Intro. to Geography College course Paper."

"were horses originally native to North America?"

"can you help me find a book about recycling?"

"Could you please help me find scholarly articles about service dogs and anxiety?"

"I am doing a chemistry project on purging oil from different objects. What are different ways I can purge oil?"

"what does beauty is in the eye of the beholder mean?"

"This email is about scheduling a program to introduce traditional Chinese culture and classical Chinese dance at your library."

"what are some good traditions?"



"Do you have any ideas for an argumentative essay topic?"

"Why was zero developed? (Two reasons)"

"Seeking to purchase bulk order of 260 hardcover copies of a book for a charity event. Can I purchase from library at a wholesale price?"

"some time ago there was an article in the news journal regarding a homeless man who lost his home but after it was sold for more than he owed he was found and given the difference, how can I find the article?"

"random fun facts about Morocco"

"Do you have any suggestions on a website that my 2nd grader can use to research seeds and plants? Thanks..."

"Hello. Can you please help me find a scatter plot that shows a correlation between income and mental illness?"

"Looking for a version of Twelfth Night on video"

"I am working on my references for my research paper and need peer reviewed articles. How do I know if they are peer reviewed?"

"I am taking a Spanish class. Do you have any Spanish DVD language discs I can rent?"

"can you find me some pros and cons on school uniforms/dress codes?"

"I am trying to search information on ERIC Education Resource Info Center and I can only view abstract articles and when I go and search for the full article it is difficult to navigate. Any help?"

"how do I make a list so I can hold videos at the Woodlawn library?"

"Are you still taking donations for the Terry Children's center?"

"Hello! I am interested to know if there are any laws associated with the use of "Do not disturb" signs at hotels. So, if I'm a guest at a hotel and I put the "do not disturb" sign on my door, does that mean that hotel staff absolutely cannot enter under any circumstances?"

"I heard somewhere that one of the presidents of the United States wore a Nazi uniform and I'd like to know which one (I'm afraid I've forgotten)."

"how do you multiply or divide or subtract or add fractions"

"Just heard about something called Mango Languages you can use free online through your local library. Do you have that? or could you look into getting it?"

"Can you help me to find what are limitations of automated library nowadays?"

"who invented the airplane"

"I am really sad and want to talk to a librarian."

"When did the civilization of Athens begin?"

"Is the Value Line financial services available online?"

"What series would be good for young adults"

"What does no unlawful contact really mean?"

"Where can I find a list of assets which are subject to probate in Delaware?"

"what is the most friendly dog"

"do you know anything about dust pneumonia"

"do you have a book about Hippocamp a sea-horse"

"how do I look up 6th and 5th grade dances"

"I need to find an article with a good literature review that has something to do with bullying in the school or with school aged children"

"Could you help me find a scholarly article concerning neuroscience?"

"How do I request via the web page for a nationwide search for an no longer published book? I have checked the Delaware library search but it comes up with no find in Delaware."

"Hi is it possible to provide a little guidance for how to begin research for a paper I have to write on staphylococcus aureus for"

"do you have the "LEGAL" study guide for getting a Delaware real estate lic?"

"What happened at Raleigh, North Carolina between the years of 1788-1865?"

" If a web designer takes down the website of a young entrepreneur without any notice and blocks the entrepreneur from access to the website and the entrepreneur wants to take legal action to get back the domain name, (which the web designer claimed as his), is it better to file a claim as a business or as an individual?"

"Can you locate any sources relating to chess and IQ?"

"looking for any info on 12/03/1903 train accident in Greenwrod DE in which my great-grandfater Edward J Roach w brakeman was killed"

"WHAT IS ONONATOPOIIA? I'M IN 3RD GRADE"

"when did word war 2 start and why"

"Wher can I find info about public health in 1900-1998"

"Does seed size effect growth rate?"

"Are libraries running today even though we had a storm warning?"

"The Department of Homeland Security raided a store in York PA for having "rip-offs" and items made in Asia, being passed off as the real deal. What does Homeland Security have to do with a problem like this? I found a story on local ABC News station."

"Do you know the dates of your Historic Homes tour?"

"Does the Bear library have WiFi?"

"How can I find the location of a book within a library?"

"Can I have a list of the professional basketball team Chicago Bulls statistics in 2011?"

"I can't find anything on the Long term impact of THE hippocratic Oath? Would you mind helping me find something?"

"I need help finding an article for a research paper on Family Diversity. I can't seem to find one anywhere. Any suggestions?"

"hello i'm doing a paper for psychology on a behavior and i'm having a hard time finding something useful would yo mind giving me some examples of a good topic to write about? Thanks"

"what types of wepons did the jappanies use to attack pearl harbor"

“By taking a defensive driving course, it will remove how many points off my license?”

“I am doing a keynote on photosensitivity for school and I need some information on it pertaining to how you can get it, and the treatment, and who is at risk ect...”

“I'm looking for websites that discuss the differences between early American Protestant and Catholic music.”

“Hello,

I found something indicating “Laws of Delaware” – and now have lost it.

What would be the earliest period (Colonial?) that laws existed?

Are they in this series online?”

“Can you please help me find research for a paper I am writing on American vs. foreign made automobiles?”

” Can you help me find the industry growth in Delaware compared to Gross domestic product for child care centers”

“I need current articles on cyberbullying”

“Before I used consumer reports online using the DE library system and my library card. I don't remember how to do it.”

“What type of worm makes silk?”

“Which United States Presidents have served as volunteer firefighters?”

“How much draw weight is required for the men's Olympic archery team?”

” I am looking for newspaper archives for the Delaware State News and the Dover Post. Where would I find that information?”

“How many feet prior to turning must I turn on my turn signal?”

“What should I be feeding my cat?”

“What are some metals without iron?”

“I need help interpreting DE Supreme Court Rule #57.”

“Where can I find information on leukemia in the elderly?”

## Dewey      Types of questions - Details

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- 000**      **Generalities** (computer help, computer technology, questions about the e-book services)
- 100**      **Philosophy/Psychology** (and self-help questions)
- 200**      **Religion**
- 300**      **Social Sciences** (education, law, financial, veterans, government, politics, folklore questions)
- 400**      **Language** (ESL, grammar, and literacy questions)
- 500**      **Science** (STEM\*, mathematics, physics, chemistry, zoology, botany, earth sciences, paleontology, evolution, dinosaurs)
- 600**      **Applied Science** (technology, health, engineering, pets, cooking, management, job hunting, home building and construction questions)
- 700**      **Arts/Sports** (fine arts, architecture, home decorating, photography, music, recreation/ sports questions)
- 800**      **Literature** (questions about fiction including readers' advisory questions)
- 900**      **History and Geography** (genealogy, travel, and biography)

### **Fiction Common Genres and Codes to Use**

Fantasy = <b>F</b>	Romance = <b>R</b>
Horror = <b>H</b>	Science Fiction = <b>SF</b>
Inspirational = <b>I</b>	Urban = <b>U</b>
Mystery = <b>M</b>	Western = <b>W</b>

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March 3, 2013